



Community Foundation of Acadiana (CFA) is the trusted philanthropic leader and resource for donors and philanthropists, nonprofits, and community leaders in our region. The Foundation believes philanthropy is a catalyst for enhancing the quality of life in our communities - immediately and in perpetuity. Headquartered in Lafayette, Louisiana, CFA's geographic focus includes the parishes of Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Mary, St. Martin, and Vermilion.

Philanthropic Services Associate

Organization: Community Foundation of Acadiana

Reports to: Vice President of Philanthropy

FLSA Status: Exempt

Prepared date: March 2024

The Community Foundation of Acadiana transforms generosity into impact by working with donors, non-profits, and the broader community to realize a better Acadiana for everyone. As we expand and deepen our work to improve our region, we're looking for a self-motivated, passionate, and civically-minded person to join our team to help us meet the needs of our donors, partners, and neighbors.

Position Description

The Philanthropic Services Associate is responsible for delivering impactful client services and contributing to the stewardship of fundholders and donors, and the growth of philanthropic funds at CFA. As a member of the Philanthropy Team, this position will primarily provide administrative support, respond to routine donor needs and questions, manage scholarship and competitive grants processing, conduct due diligence for fund management and grantee organizations, maintain the accuracy of high-quality data in the donor database, and assist the Finance Team with daily and monthly duties. The ideal candidate will have excellent customer service skills, strong data management and organizational skills, be detail-oriented, and have the capacity to think critically and respond to unanticipated challenges. We seek a problem solver who enjoys improving processes for greater effectiveness and accuracy.

RESPONSIBILITIES

Philanthropic Services, Development & Finance Team Support

- Provide excellent client support and frontline services to fundholders, donors and community partners, including technology support, special requests, and individualized donor reporting.
- Conduct due diligence on new funds and organizations to ensure accuracy of information and documentation entered into the donor database; assist in conducting fund file audits.
- Achieve proficiency in donor database to have lead responsibility for managing the back-office functions related to the system including managing data on funds, organizations, and individuals, conduct research for updates and continually process updates to ensure high quality of data, and design and pull reports for CFA team, Board, and committees.
- Research, compile data, and create annual impact reports for fundholders.
- Serve as liaison to the Finance Team to research and contact grantees about uncleared or problematic checks, print and mail quarterly statements, conduct annual review of funds, process daily deposits and manage A/P, credit card and A/R entry, and assist with gift acknowledgment letters as needed.
- Work with software vendor on issues and functionality as needed.
- Create, review, and maintain related Philanthropy Team software processes & standard operating procedures.
- Support donor communications functions of the foundation by generating mailing lists, creating mail merges, and assisting with timely and accurate mailings.



- Assist with planning, coordination, and execution of special fundholder and donor events, as member of the Philanthropy Team.
- Work on special projects or tasks assigned by the VP of Philanthropy.

Scholarships

- Assist the VP of Philanthropy in organizing and managing the Foundation's portfolio of Scholarship Funds.
- Management of CFA's scholarship activities including, but not limited to:
 - creating new scholarship funds; managing existing scholarship fund activity (i.e. committee management, continued eligibility of recipients, request processing of scholarship grant awards, answering questions related to funds, related correspondence);
 - utilizing technology and systems to support scholarship activities (i.e. applications, awards, reporting); establishing an appropriate cadence of communication for scholarship donors and recipients; monitoring ongoing and outstanding scholarships grants; and
 - stewarding relationships with scholarship donors.
- Manage regular communications and relationship with software provider.

Grants

- Conduct the due diligence related to grantee organizations including research to confirm eligibility to receive grants, accuracy of data in system, creation of new grantee organization records and regular review to renew approval on organizations whose approval date is expiring.
 - Manage CFA's Competitive Grantmaking activities including but not limited to utilizing technology and systems to support competitive grantmaking; interface with Affiliates and grantees as needed; research best practices; and compile data and create annual impact reports for Affiliates.
- Become proficient in CFA's processes and systems to manage the donor recommended grants process and to conduct grant related due diligence to support the Philanthropy Team's activities as needed.

Experience, Qualifications, & Attributes

We are looking for a highly organized executor with a passion for community eager to dig into the philanthropic and civic sector, with the following qualities:

- Ability to juggle multiple projects with accuracy under the pressure of deadlines; all with a great attitude
- Eager to learn and contribute on a team with a broad portfolio of responsibilities to improve lives in the greater Acadiana community
- A passion for data management
- Strong planning and organizational skills with the ability to bring a project from concept to execution
- Confident and naturally comfortable taking initiative, willing to go the extra mile to ensure a positive and seamless experience for our fundholders
- Capable problem solver and analytical thinker, can take on unexpected challenges; a personality excited to learn new things and take on experimental projects
- Values discretion and confidentiality, can be a trusted coworker when dealing with sensitive and personal information
- Ability to work occasional weekends and after hours
- Demonstrated administrative and customer service experience of 3-5 years
- High proficiency in Microsoft Office including Word, Excel, PowerPoint Publisher; Experience with databases and CRM software programs a plus

To apply, email a resume and cover letter to Nicole Jones at njones@cfacadiana.org.